

The Compassionate Friends Victoria Inc.

Position:	Co-ordinator Volunteers: (Groups, Magazine, Library, Phone Friends)
Location:	The Compassionate Friends Victoria Inc. 173 Canterbury Rd Canterbury 3126
Salary:	\$48,451.52 per annum pro rata plus 9% Superannuation & Salary Packaging.
Hours of Employment	Permanent Part time, 19 hours per week, Wednesday, Thursday, Friday
Employment Term:	Ongoing Permanent Part time Employment dependant on Annual funding
Responsible to:	CEO
Responsible for:	Nil staff, Volunteers
Organisational Context:	<p>The Compassionate Friends is a mutual assistance self-help organisation offering friendship and understanding to bereaved parents and siblings following the death of a son or daughter, brother or sister, at any age and from any cause.</p> <p>The primary purpose is to assist them in the rebuilding of their lives after the death of their child or sibling and to support their efforts to achieve physical, emotional and mental health.</p> <p>The secondary purpose is to provide information and education about bereaved parents and siblings. The objective is to help those in their community, including family, friends, employers, co-workers and professionals to be supportive.</p>
Position Scope & Objective:	<p>The Co-ordinator Volunteers (Groups, Magazine, Library Phone Friends) is responsible the development of The Compassionate Friends Volunteer program, implementing and co-ordinating the program at a state level in accordance The Compassionate Friends role as a Mutual Support Self Help bereaved parent, sibling and grandparents service provider.</p> <p>This involves administering, recruiting, developing and retaining sufficient numbers of skilled volunteers to resource TCF's Support Groups, Parents Magazine, Sibling Newsletter, Library & Phone Friends. Ensuring that our Grief Information and Resources are up to date.</p>
<u>Position Tasks & Responsibilities</u>	<p><u>Volunteers</u> <u>(Groups Leaders, Parents & Siblings Magazine, Library & Phone Friends)</u></p> <ol style="list-style-type: none"> 1. Recruitment, <ol style="list-style-type: none"> a) Develop and co-ordinate recruitment program to attract suitable Group/Support Group Leaders volunteers b) Recruit & Develop a group of Back Fill Group Leaders c) In conjunction with Magazine Editors, develop recruitment process & procedure for Editorial & Mail Out TeamVolunteers. 2. Training & Development <ol style="list-style-type: none"> a) Co-ordinate, plan and implement annual Group Leader Training Program and ensure that trainees attend at least 3 Groups over 6 months. (minimum 10 participants) b) Develop, co-ordinate and implement annual Professional Development

	<p>Training program for Group Leaders & Support Teams</p> <ul style="list-style-type: none"> c) Ensure that all Group Leaders are trained in TCF procedures and that they consistently delivered d) Maintain & coordinate a debriefing structure for Support Group Leaders and other non-centre Volunteers e) Conduct Training on DHS Statistical information, monitor that Volunteers consistently provide this detail. f) Identify the needs of and support existing country and suburban Support Groups Leaders g) Update, maintain & distribute the Support Group Leader's Resource Kit & Manual to new and existing volunteers h) Update and review Volunteer Job Descriptions <p>3. Retention & Recognition</p> <ul style="list-style-type: none"> a) Develop Group Leader page as part of the Volunteer Bulletin b) Develop Non Centre page as part of the Volunteer Bulletin c) Develop and implement Group Leader & Non Centre Recognition processes and procedures to include annual recognition and service awards. <p><u>Co-ordination/Communication</u></p> <p>1) Groups</p> <ul style="list-style-type: none"> a) Co-ordinate and work with Support Group Outreach Committee to ensure that the needs of Group Leaders and support group leaders are met. b) Identify geographical /demographical areas of need and develop new support groups to meet these needs c) Maintain and implement Group Leader communication on a monthly basis d) Develop and co-ordinate Group Leader Buddy System for both, geographically. e) Provide assistance in the set up phase of new groups to include establishment of suitable venues, publicity and recruitment of participants f) Ensure that accurate details of groups, venues, dates and times are maintained in the Magazine, Newsletter and website g) Liaise with Group Leaders to identify new families requiring packages and update database with details. h) Ensure that Group Leaders are reimbursed out of pocket expenses i) Ensure that Group Leader Statistics Forms and distributed and returned to TCF at the end of each quarter. (no later the last day of the quarter) j) Develop and distribute resources such as Reading Lists, book titles to group leaders k) Develop and document all Group Leader Volunteer procedures & processes l) Maintain accurate records of Groups Volunteer details and Volunteer Skills List. m) Develop maintain & co-ordinate DHS Statistical gathering procedures n) When required visit both country & suburban Groups to assist and resource <p>2. Parents Magazine & Siblings Newsletter</p> <ul style="list-style-type: none"> a) Disseminate external newsletters and material to Magazine Editor b) Liaise with Magazine & Newsletter Editors, Graphics, Printers and Mail out team to ensure that magazine is distributed within the first week of the month due c) Ensure that the magazine and Siblings Newsletter is Proof Read d) Support the Editor where necessary e) Organise and co-ordinate mail out of bi monthly magazine f) Liaise & Co-ordinate with other staff member to ensure material is submitted
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	<p>within the prescribed timeframe to the magazine editor and/or Design Layout person.</p> <p>g) Ensure all flyers and inserts for magazines are developed, and copied for each edition</p> <p>3. Grief Information & Resources</p> <p>a) Co-ordinate the Review and update all written information for bereaved parents, siblings and professionals bi annually</p> <p>b) Ensure stocks of all flyers and brochures are maintained</p> <p>4. Library</p> <p>a) Co-ordinate and manage Library volunteers</p> <p>b) Support training & recruitment of new Library volunteers</p> <p>c) Co-ordinate the posting to books to members</p> <p>d) Ensure that book reviews are conducted for magazine</p> <p>e) Liaise with Volunteer of Library on resources required.</p> <p>5. Team Work / Community Liaison/Centre Responsibilities</p> <p>a) Work with Co-ordinator of Centre & AH Phone Volunteers to ensure that the centre runs smoothly on a Thursday and Friday</p> <p>b) Support and provide assistance to Centre Volunteers on Thursday and Friday</p> <p>c) Provide written handover of any tasks not completed, issues to be conveyed to Co-ordinator Centre & AH Volunteers</p> <p>d) Meet & discuss any joint projects/issues with the Co-ordinator Centre & AH Phone Volunteers on cross over day (currently Wednesday afternoon).</p> <p>e) Regular attendance at individual supervision sessions & participation in staff development</p> <p>f) Assisting in the policy and planning activities of TCF as required</p> <p>g) Attending Conferences and relevant education activities as required</p> <p>h) Attending professional, community liaison and meetings as required</p> <p>i) Assisting in the preparation of Annual Reports and Magazine, Newsletters as required</p> <p>j) Liaise with other staff members to ensure an integrated approach to Group Leader & Non Centre Volunteers development and retention for all of TCF.</p> <p>k) To assist in the promotion and development of TCF outreach services to bereaved families</p> <p>l) To assist with the administration of TCF – maintain records and database</p> <p>m) Written Monthly Report to B.O.M.</p> <p>n) Undertaken specific projects/functions as directed by the CEO and/or Board of Management</p> <p>6. Back Up Service Delivery</p> <p>a) Emergency back up for phone calls and 1:1 contact from Bereaved Parent/Siblings Emergency Back for Administration functions such as sending out packages, information to bereaved families, community and professionals</p>
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KPI's	<ol style="list-style-type: none"> 1) Sufficient number of skilled and committed volunteers to meet TCF Groups, Magazine, & Library resource needs 2) Retention of Volunteers 3) Positive feedback from volunteers and TCF team about the TCF experience 4) Procedures and processes consistently carried out by Volunteers and staff 5) Annual review of all written information as well as procedures and processes. 6) Timely collection, collation and reporting of TCF Statistics 7) Workload effectively prioritised and delivered with efficiency and to timeframes 8) Lead by example, working in a manner that exemplifies TCF values 9) Evidence of Continuous Improvement Activities 10) Always searches for better way and strives for best practice 11) Actively seeks new ideas and locks in improvements 12) Embraces and adapts to changes 13) Continually contributes and supports Staff & Volunteers 14) Is always receptive and open to feedback
Performance Review	<ol style="list-style-type: none"> 1) Formal: At conclusion of Probationary Period 6 months and then every 12 months 2) Informal: Regularly on an indicated basis.
Work Environment	<ol style="list-style-type: none"> 1) A limited number of after-hours work may be required (normal business hours Monday to Friday 9.00 am to 5.00 pm) 2) Varied work hours will be negotiated with the CEO to compensate for evening and weekend work commitments 3) Requirement to travel on occasions throughout Victoria
Conditions	<ol style="list-style-type: none"> 1) TCF is a registered Charity, staff are able to benefit from salary packaging 2) Satisfactory Police Check 3) Sign a Confidentiality Agreement & key register 4) A 6 month probationary period will apply 5) Current Victorian Driver's Licence
Confidentiality Statement	All employees, volunteers and contractors agree not to disclose any personal and private information to any other party without the express permission of the client, their family and/or relevant parties (including carers, health professionals and others) and the CEO of The Compassionate Friends Victoria Inc.
Selection Criteria	<ol style="list-style-type: none"> a) Demonstrated experience in recruitment, assessment and training co-ordination & supervision of volunteers b) Experience working in the bereavement and/or not for profit sectors c) Excellent planning, organisational, administration skills d) High quality written & verbal skills including presentation skills e) Excellent interpersonal, organisational and relationship building skills, including ability and experience in relating to a diverse range of groups and individuals f) Drive and ability to encourage, support and work with a team including volunteers, staff, professionals & bereaved parents, siblings and grandparents g) Highly confident in the use of Computer, including of Microsoft office programs, database, Internet & email h) Team player – 'can do' attitude with the ability to influence across groups i) Commitment to mutual support – self help principles j) Understanding of bereavement support frameworks k) Proactive and flexible approach l) Able to manage multiple tasks, set priorities, organise work and achieve objectives within time lines. m) Able to work autonomously and as part of a team n) Able to develop and activate effective and efficient processes & procedures

	<p>o) Experience as a bereaved parent or sibling well regarded</p> <p>p) Vocational training in a relevant discipline or demonstrated experience in a community development or similar position.</p> <p>q) A commitment to upholding the quality and standards of The Compassionate Friends Victoria services and programs and to the mission, aims and philosophy of TCF.</p>
Application:	<p>Written Applications must address the Selection Criteria. Send your application and Resume to:</p> <p>Anne Wicking CEO The Compassionate Friends Victoria Inc. PO box 171 Canterbury 3126 Or email anew@compassionatefriendsvictoria.org.au</p> <p>Applications close Friday 26th February 2010</p>
Reviewed:	20 December 2009